

FIG. 1

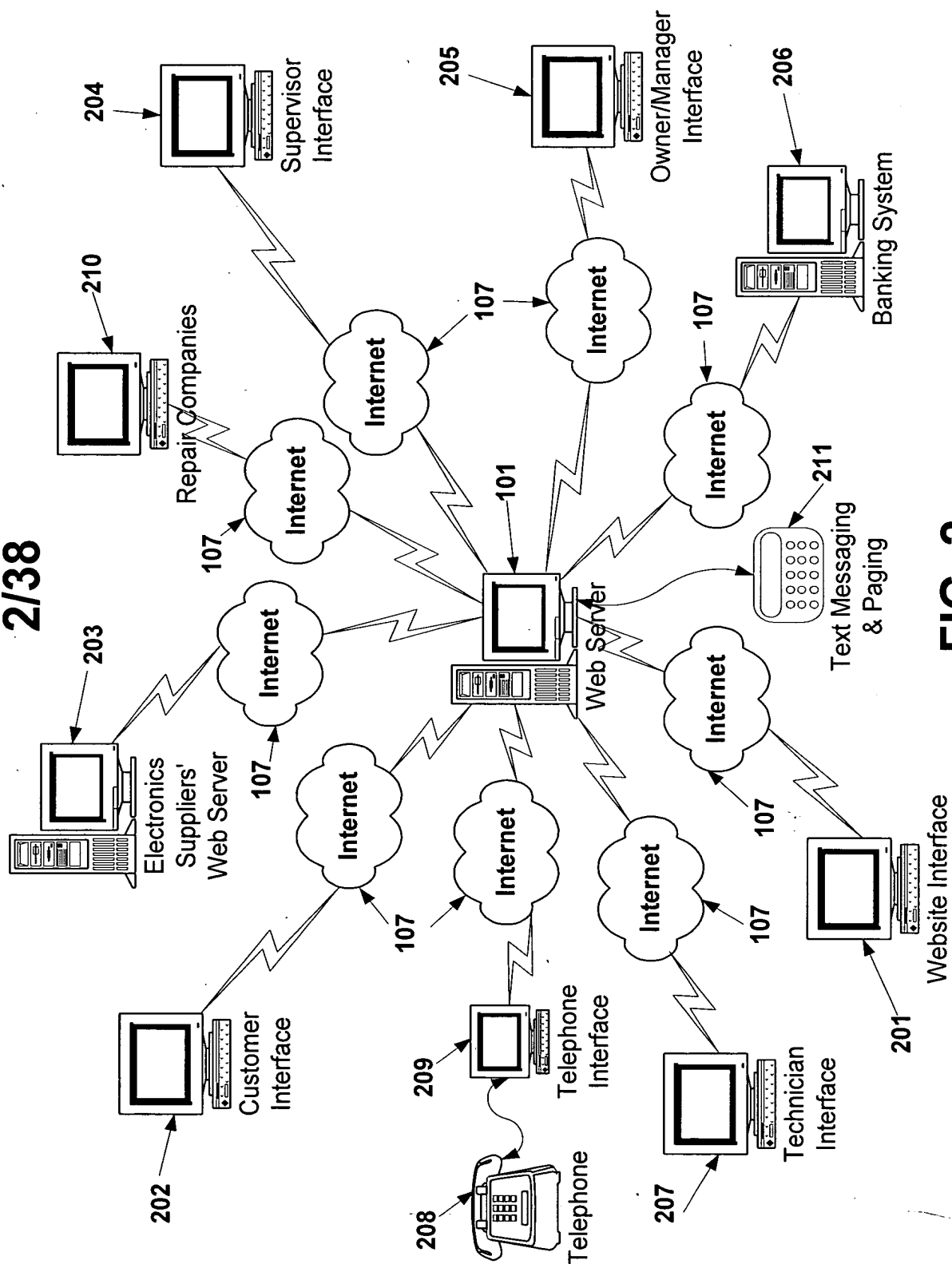


FIG. 2

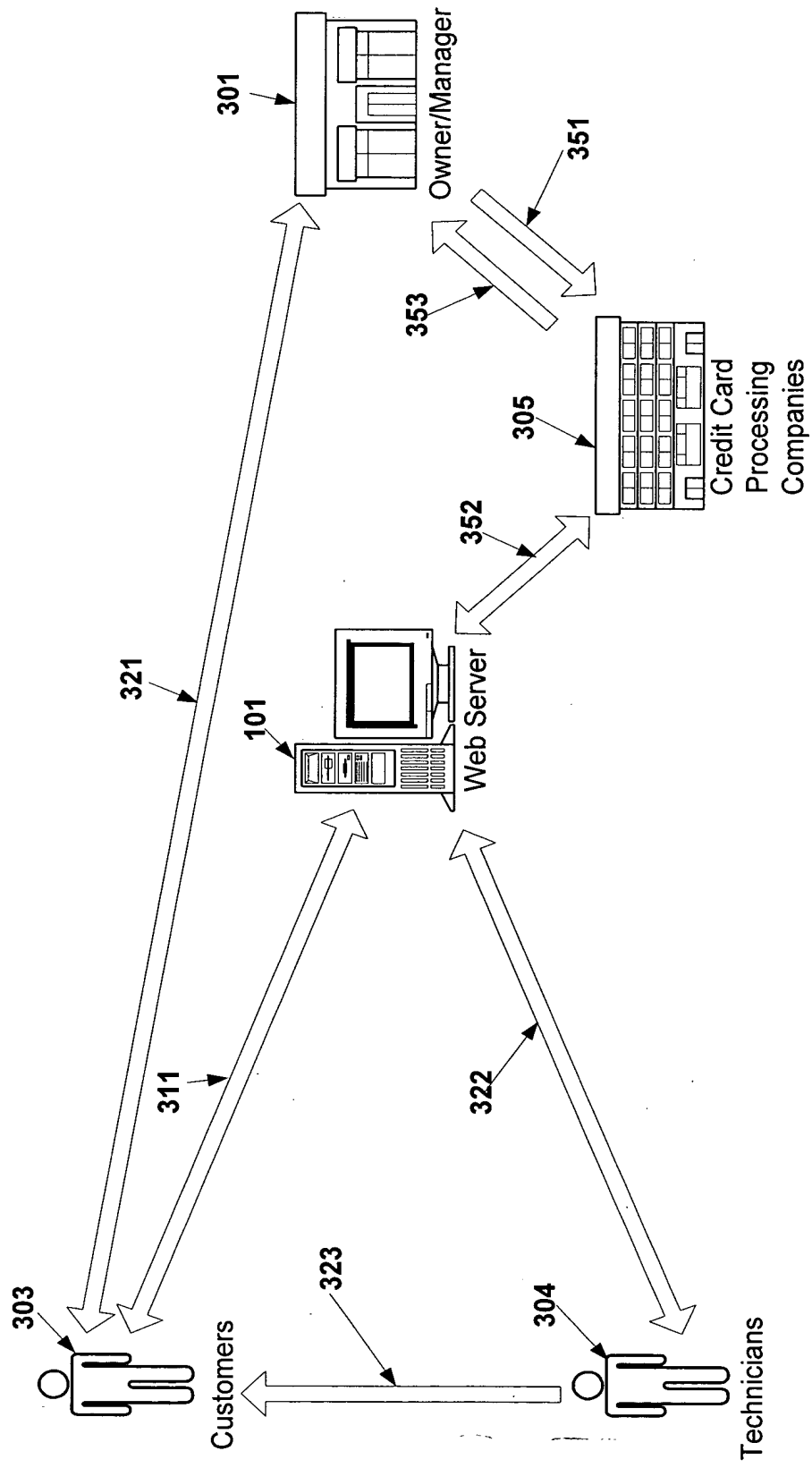


FIG. 3

4/38

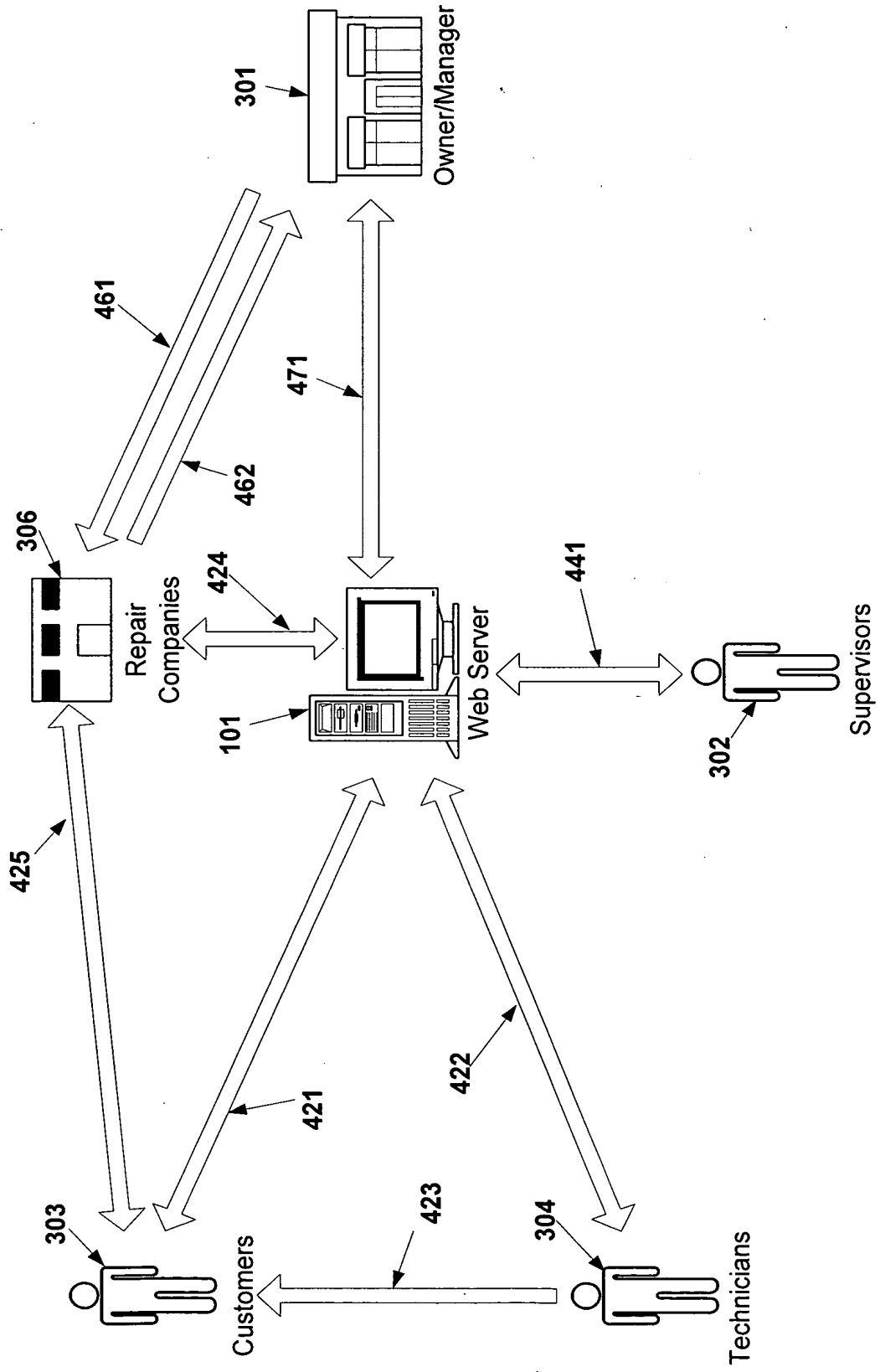


FIG. 4

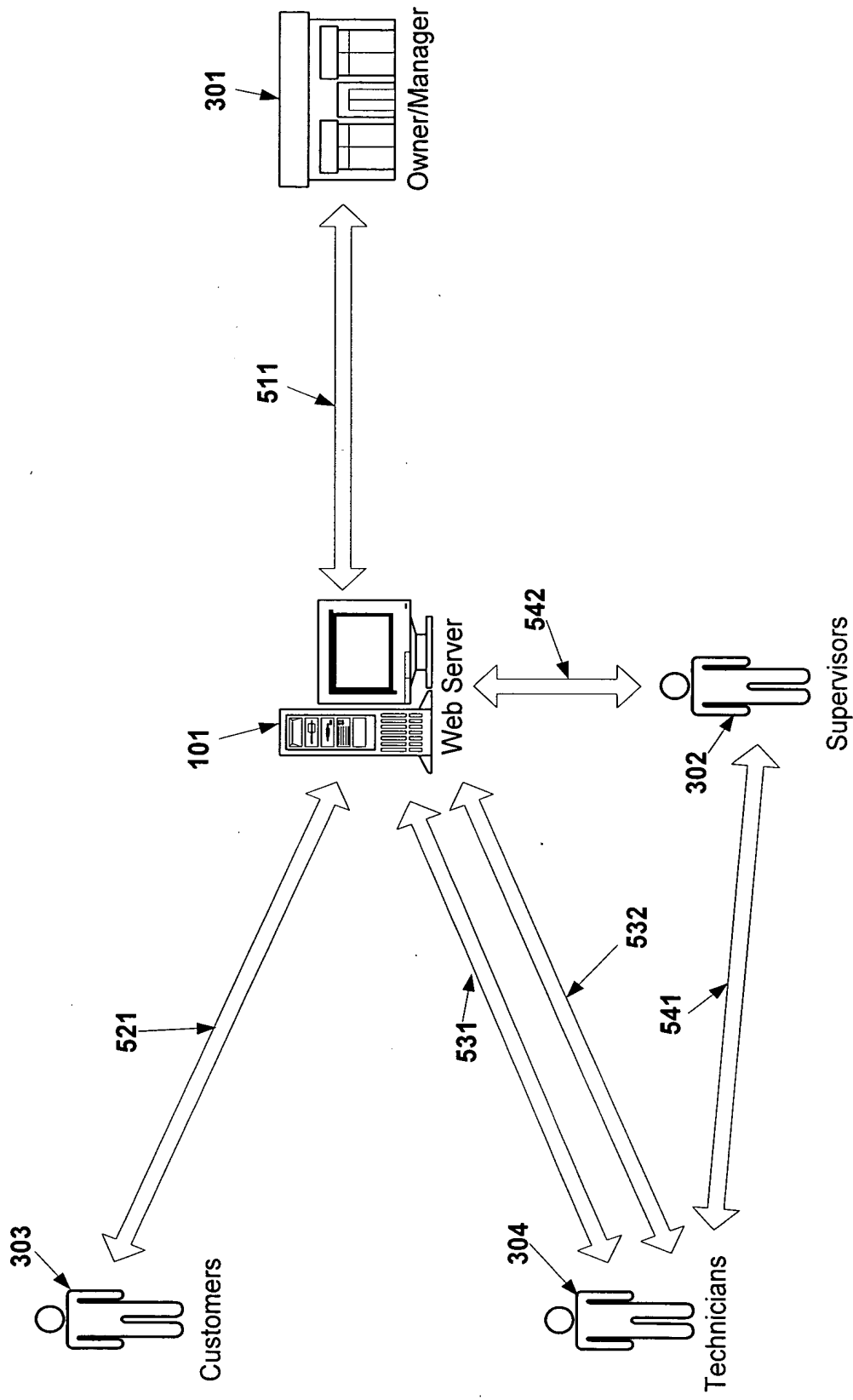


FIG. 5

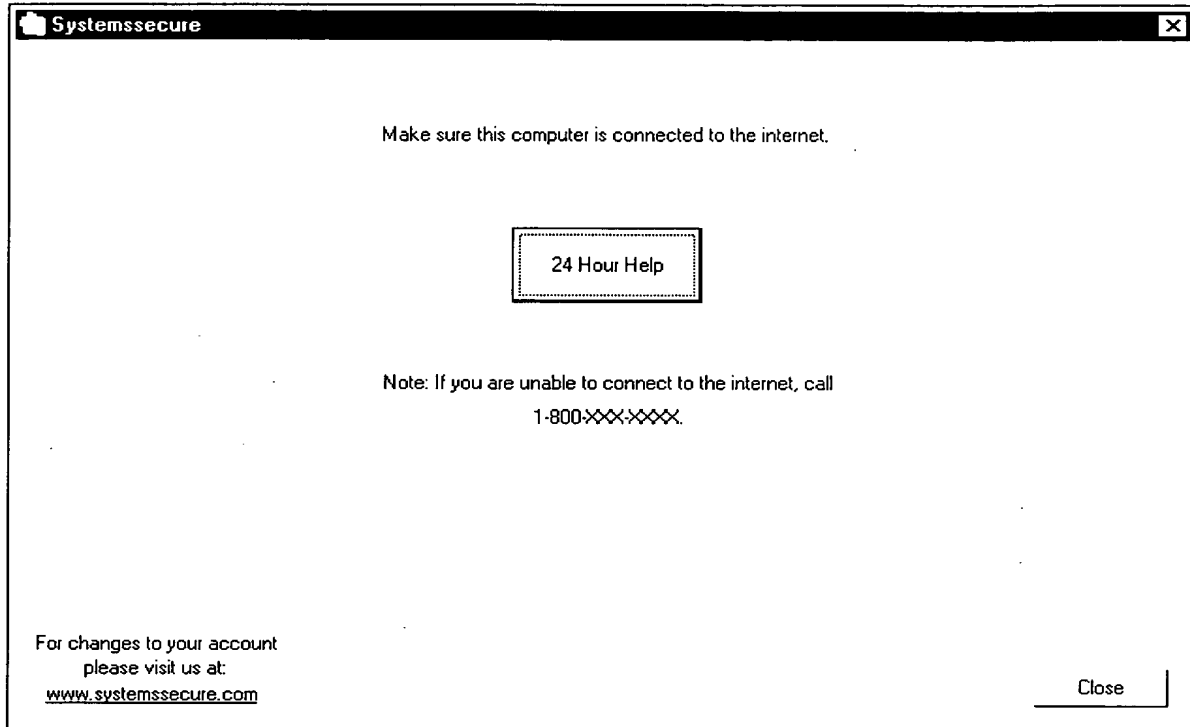


FIG. 6

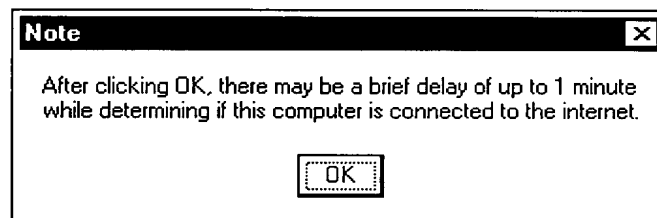


FIG. 7

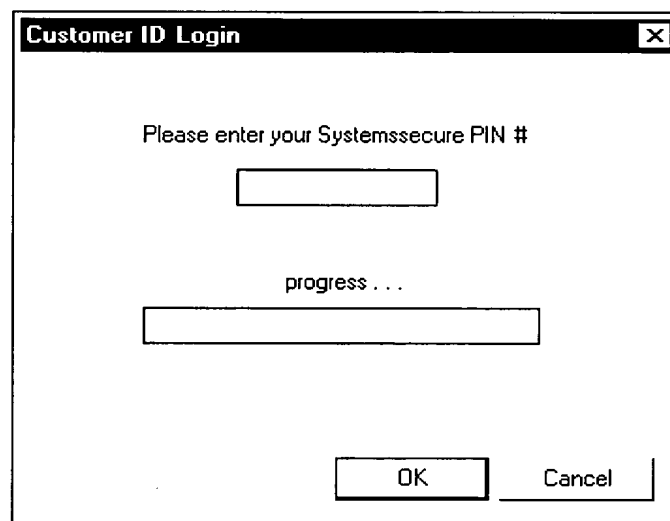
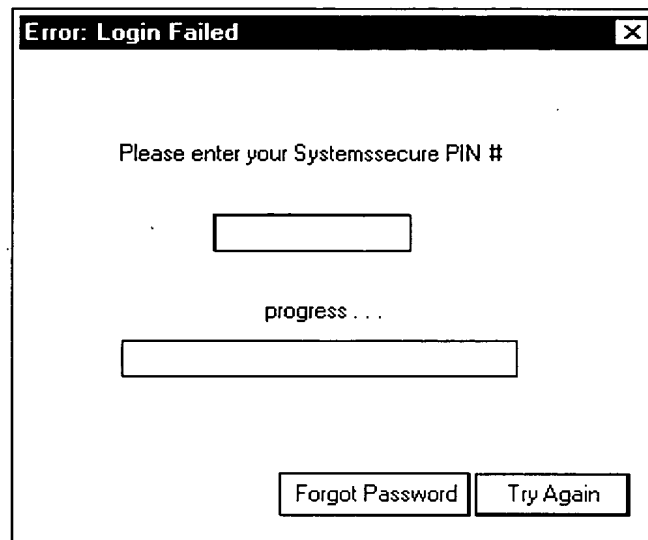


FIG. 8

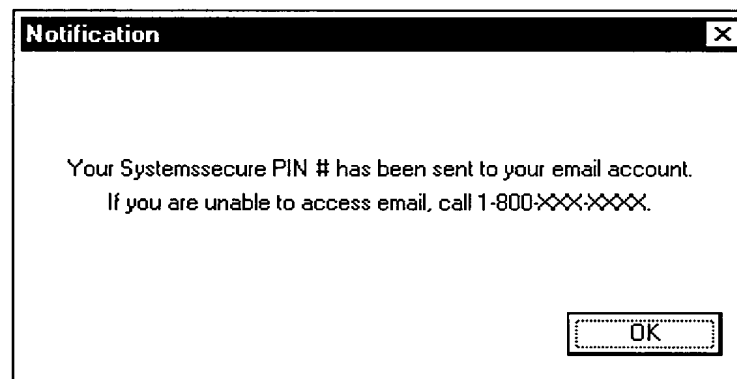


Error: Login Failed [X]

Please enter your Systemssecure PIN #

progress . . .

This is a screenshot of a Windows-style dialog box titled "Error: Login Failed". It contains a text prompt "Please enter your Systemssecure PIN #", a single-line text input field, a progress indicator consisting of the text "progress . . ." and a horizontal progress bar, and two buttons at the bottom: "Forgot Password" and "Try Again".

FIG. 9

Notification [X]

Your Systemssecure PIN # has been sent to your email account.
If you are unable to access email, call 1-800-XXX-XXXX.

This is a screenshot of a Windows-style dialog box titled "Notification". It contains two lines of text: "Your Systemssecure PIN # has been sent to your email account." and "If you are unable to access email, call 1-800-XXX-XXXX.". At the bottom right, there is an "OK" button.

FIG. 10



Confirm Account Information [X]

Please confirm that all account information is correct.

Address

1234 North Heaven Way

Phoenix, AZ 85029

Email Address

jdoe@yahoo.com

Telephone Numbers

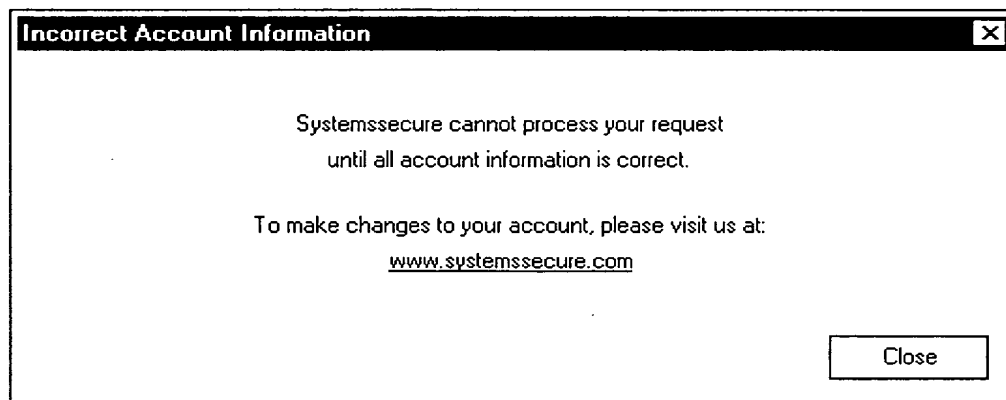
602-123-4567

602-987-6543

Correct Incorrect

This is a screenshot of a 'Confirm Account Information' dialog box. It has a title bar with the text 'Confirm Account Information' and a close button (X). The main content area contains the instruction 'Please confirm that all account information is correct.' followed by three sections: 'Address' with two input fields containing '1234 North Heaven Way' and 'Phoenix, AZ 85029'; 'Email Address' with one input field containing 'jdoe@yahoo.com'; and 'Telephone Numbers' with two input fields containing '602-123-4567' and '602-987-6543'. At the bottom right, there are two buttons: 'Correct' and 'Incorrect'.

FIG. 11



Incorrect Account Information [X]

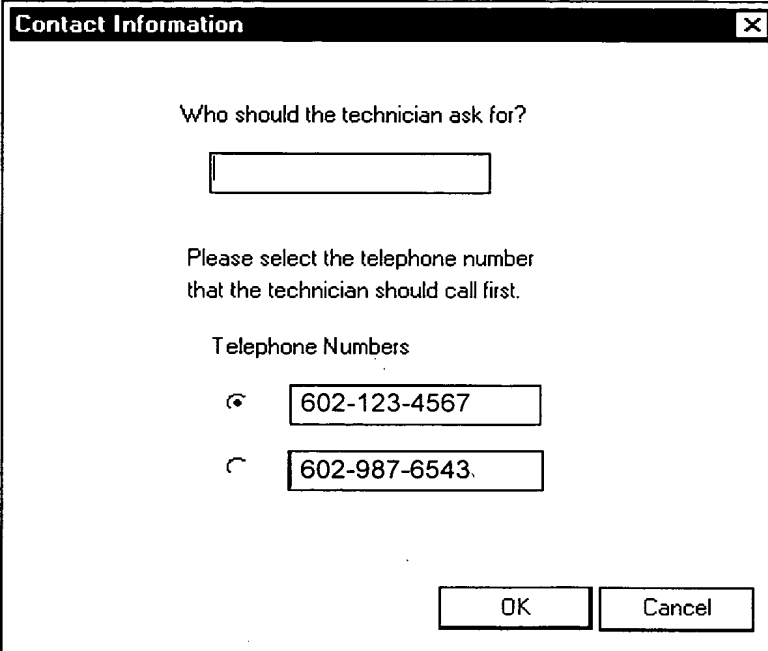
Systemsssecure cannot process your request
until all account information is correct.

To make changes to your account, please visit us at:
www.systemsssecure.com

Close

This is a screenshot of an 'Incorrect Account Information' dialog box. It has a title bar with the text 'Incorrect Account Information' and a close button (X). The main content area contains the message 'Systemsssecure cannot process your request until all account information is correct.' followed by the instruction 'To make changes to your account, please visit us at:' and the URL 'www.systemsssecure.com'. At the bottom right, there is a single button labeled 'Close'.

FIG. 12



Contact Information [X]

Who should the technician ask for?

Please select the telephone number that the technician should call first.

Telephone Numbers

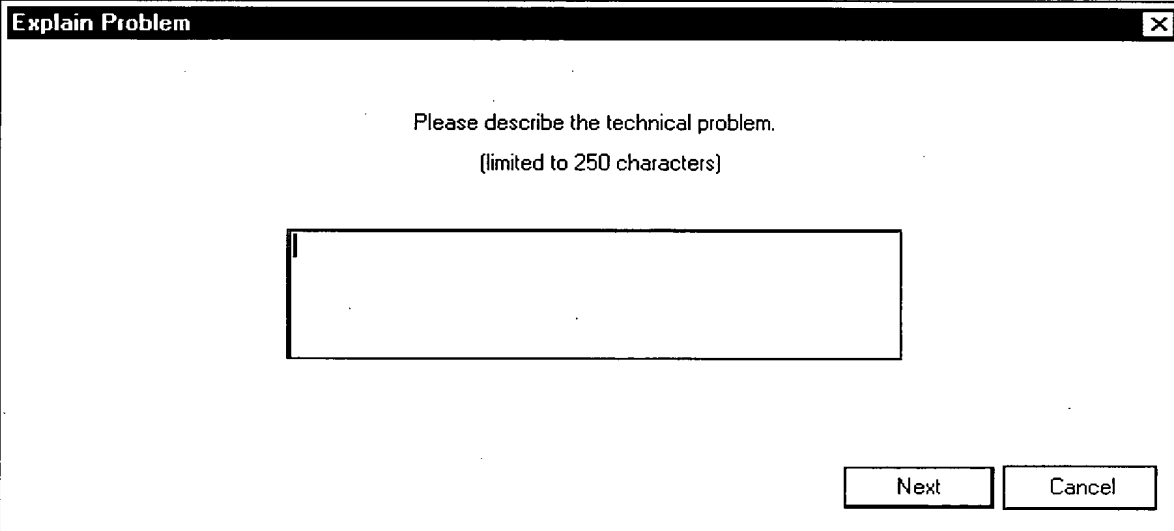
☒ 602-123-4567

☐ 602-987-6543

OK Cancel

This is a screenshot of a 'Contact Information' dialog box. It has a title bar with the text 'Contact Information' and a close button (X). The main content area contains the question 'Who should the technician ask for?' followed by a single-line text input field. Below this is the instruction 'Please select the telephone number that the technician should call first.' followed by the heading 'Telephone Numbers'. There are two radio button options: '602-123-4567' (which is selected) and '602-987-6543'. At the bottom right are 'OK' and 'Cancel' buttons.

FIG. 13



Explain Problem [X]

Please describe the technical problem.
(limited to 250 characters)

Next Cancel

This is a screenshot of an 'Explain Problem' dialog box. It has a title bar with the text 'Explain Problem' and a close button (X). The main content area contains the instruction 'Please describe the technical problem.' followed by '(limited to 250 characters)'. Below this is a large multi-line text input field. At the bottom right are 'Next' and 'Cancel' buttons.

FIG. 14

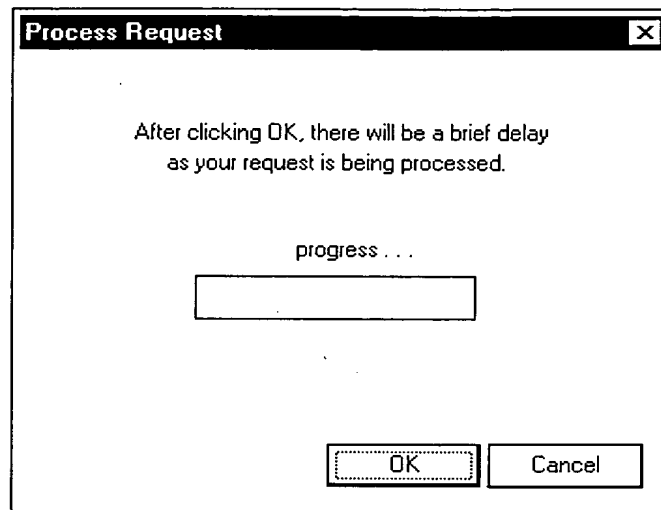


FIG. 15

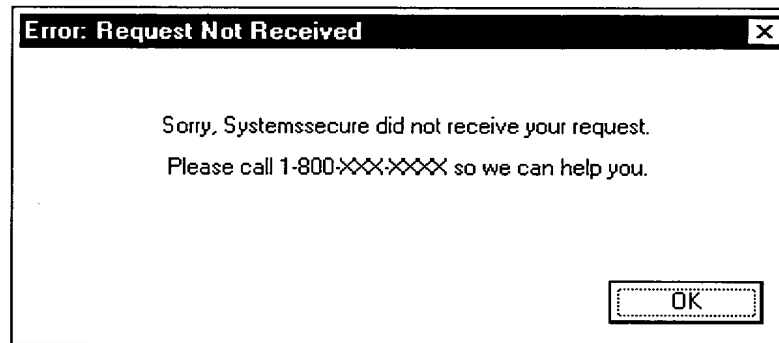


FIG. 16

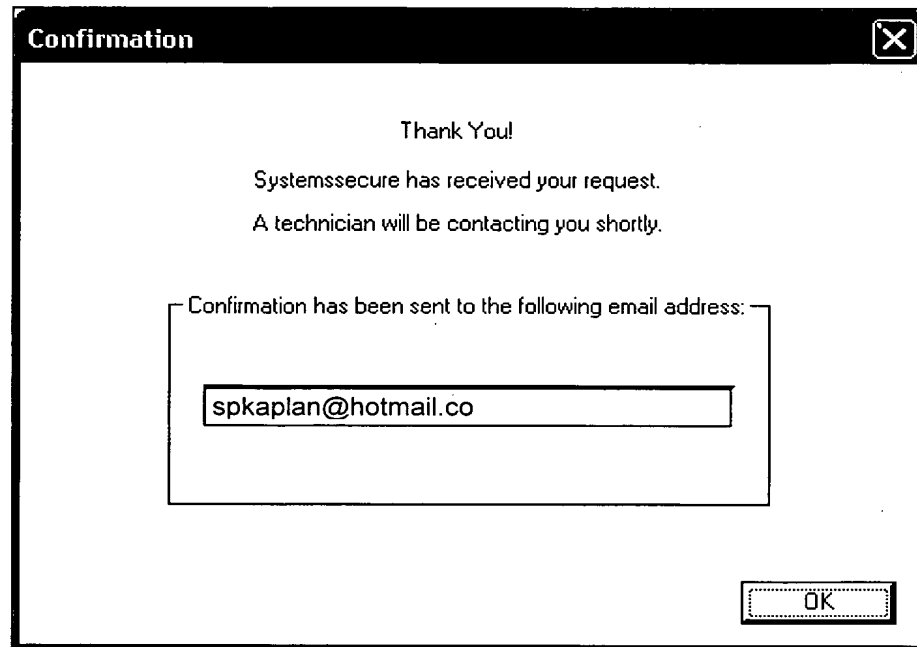


FIG. 17

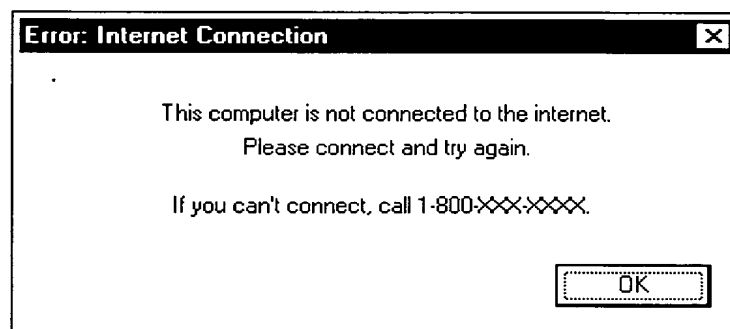


FIG. 18

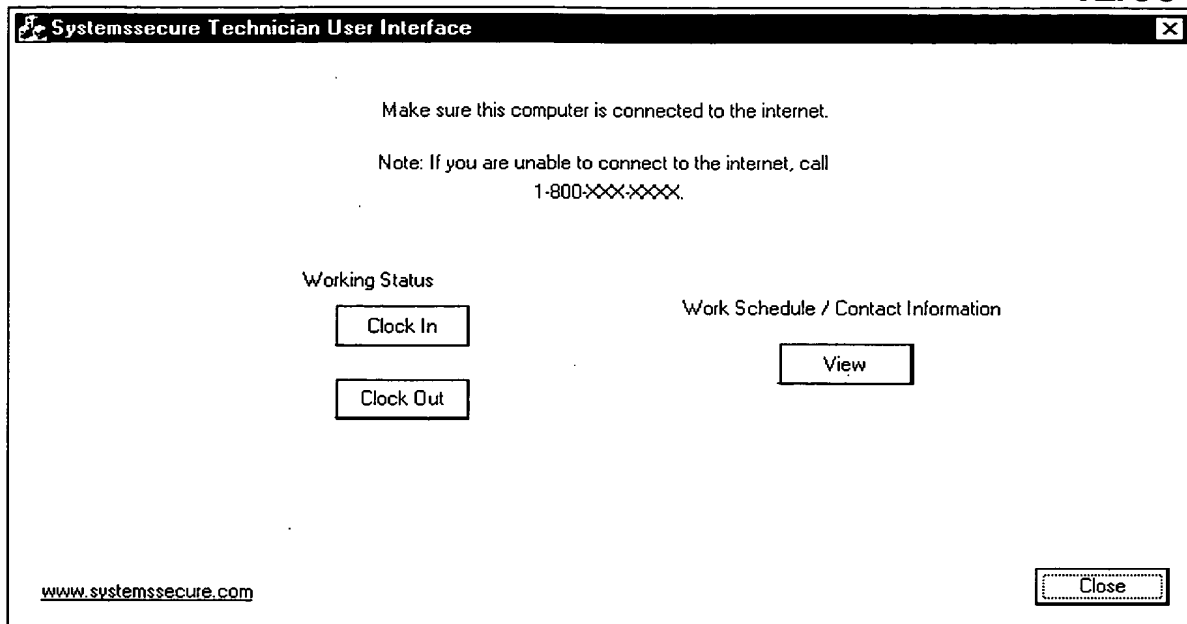


FIG. 19

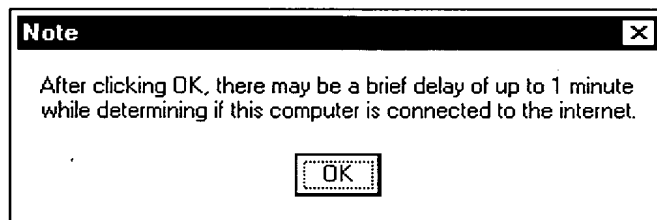


FIG. 20

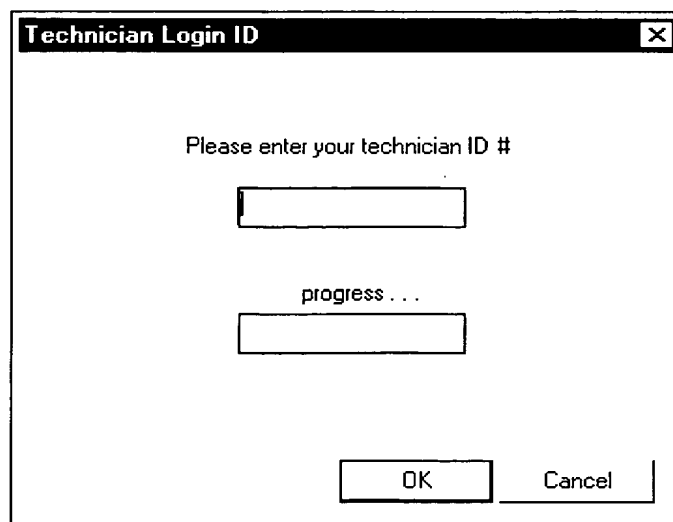
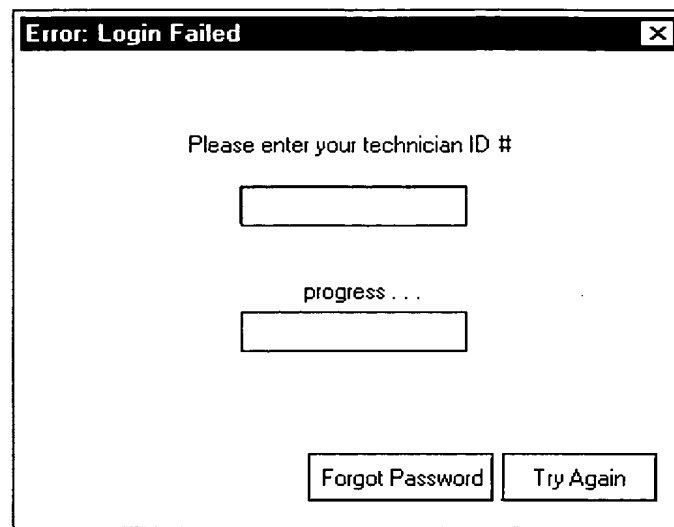


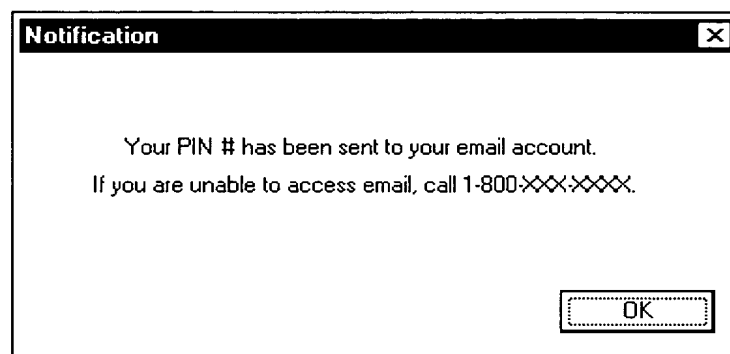
FIG. 21



Error: Login Failed [X]

Please enter your technician ID #

progress . . .

FIG. 22

Notification [X]

Your PIN # has been sent to your email account.
If you are unable to access email, call 1-800-XXXX-XXXX.

FIG. 23

Schedule & Contact Information																	
<p>----- Contact Information -----</p> <p>***** CONTACT INFORMATION *****</p> <p>95249-SE-Chandler - neighborhood</p> <p>20:45:00 - 1/25/03 - last updated</p> <p>John Doe (supervisor) 602-123-4567 (home) 602-987-6543 (cell) jdoe@systemssecure.com</p> <p>Herbie Hide (assistant supervisor) 602-123-4567 (home) 602-987-6543 (cell) hh@systemssecure.com</p> <p>Flance Wilcom (technician) 602-123-4567 (home) 602-987-6543 (cell) fwilcom@systemssecure.com</p> <p>Mesh Neger (technician) 602-123-4567 (home) 602-987-6543 (cell) mneger@systemssecure.com</p> <p>Lance Whataker (technician) 602-123-4567 (home) 602-987-6543 (cell) lwhataker@systemssecure.com</p> <p>*****</p> <p>Save</p>	<p>----- Schedule -----</p> <p>***** SCHEDULE *****</p> <p>95249-SE-Chandler - neighborhood</p> <p>Sat, 22 Feb 2003 19:15:49 - time schedule was last changed</p> <table border="0"> <tr> <td>Sunday, February 09, 2003</td> <td>5:27:28 PM</td> <td>6:27:28 PM</td> <td>John Doe</td> </tr> <tr> <td>Sunday, February 09, 2003</td> <td>5:32:13 PM</td> <td>5:32:14 PM</td> <td>Herbie Hide</td> </tr> <tr> <td>Sunday, February 09, 2003</td> <td>5:52:36 PM</td> <td>6:52:36 PM</td> <td>Flance Wilcom</td> </tr> <tr> <td>Saturday, February 22, 2003</td> <td>9:13:50 PM</td> <td>11:13:50 PM</td> <td>Herbie Hide</td> </tr> </table> <p>Save</p>	Sunday, February 09, 2003	5:27:28 PM	6:27:28 PM	John Doe	Sunday, February 09, 2003	5:32:13 PM	5:32:14 PM	Herbie Hide	Sunday, February 09, 2003	5:52:36 PM	6:52:36 PM	Flance Wilcom	Saturday, February 22, 2003	9:13:50 PM	11:13:50 PM	Herbie Hide
Sunday, February 09, 2003	5:27:28 PM	6:27:28 PM	John Doe														
Sunday, February 09, 2003	5:32:13 PM	5:32:14 PM	Herbie Hide														
Sunday, February 09, 2003	5:52:36 PM	6:52:36 PM	Flance Wilcom														
Saturday, February 22, 2003	9:13:50 PM	11:13:50 PM	Herbie Hide														

Close

FIG. 24

Shift Start
<p>Your work shift has begun.</p> <p>Please ensure your cell phone and pager are fully charged, turned on, and with you at all times.</p> <p>OK</p>

FIG. 25

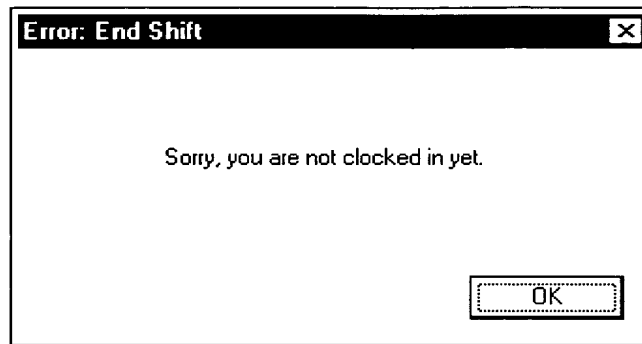


FIG. 26

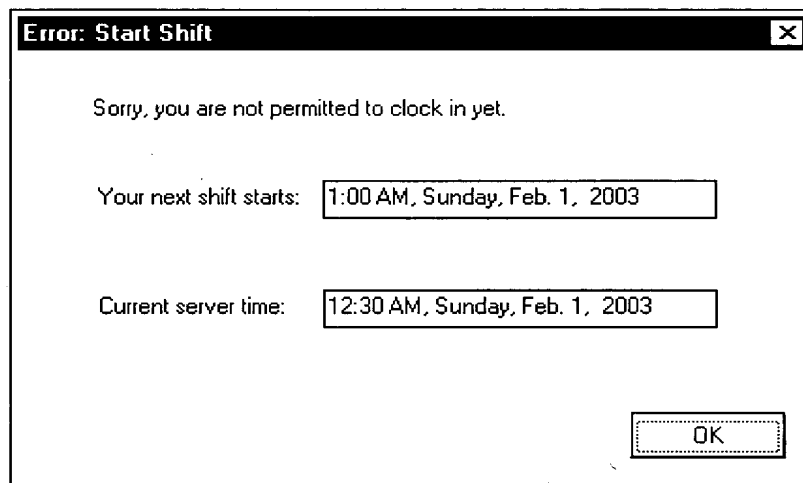


FIG. 27

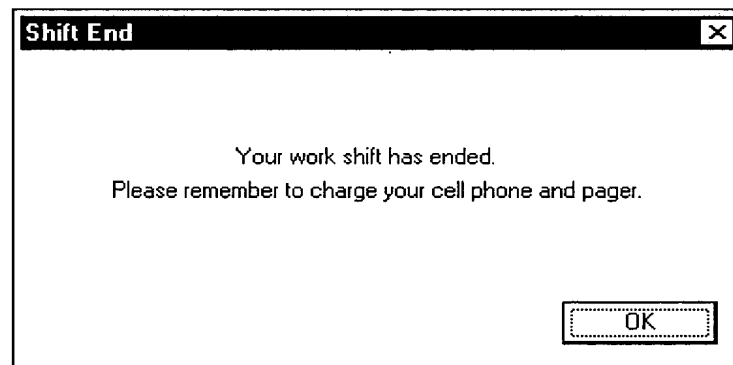


FIG. 28

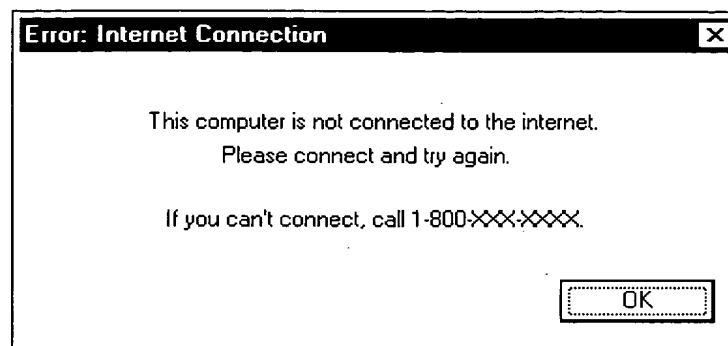


FIG. 29

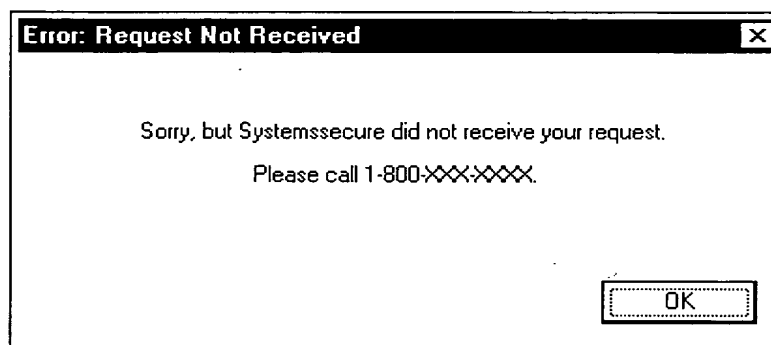


FIG. 30

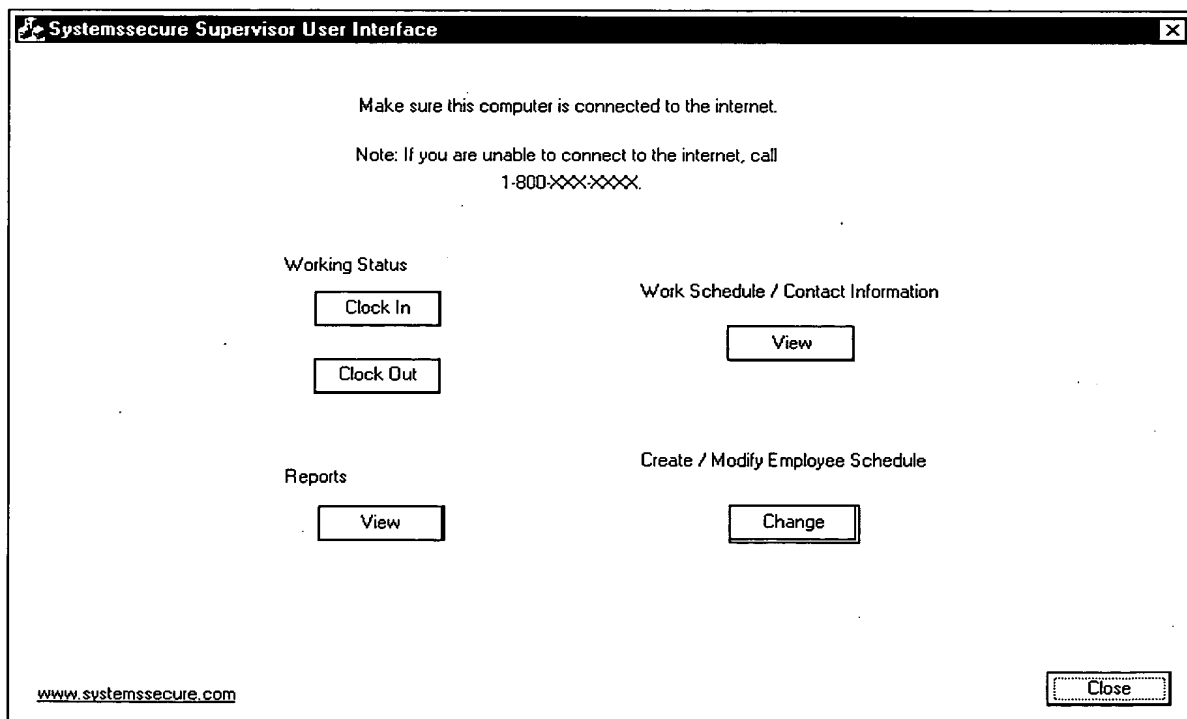


FIG. 31

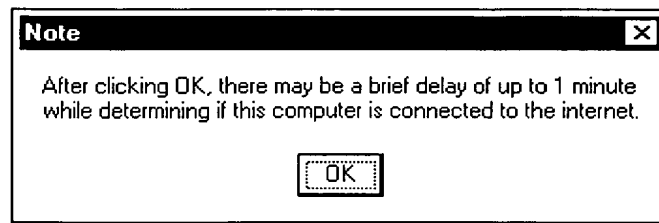


FIG. 32

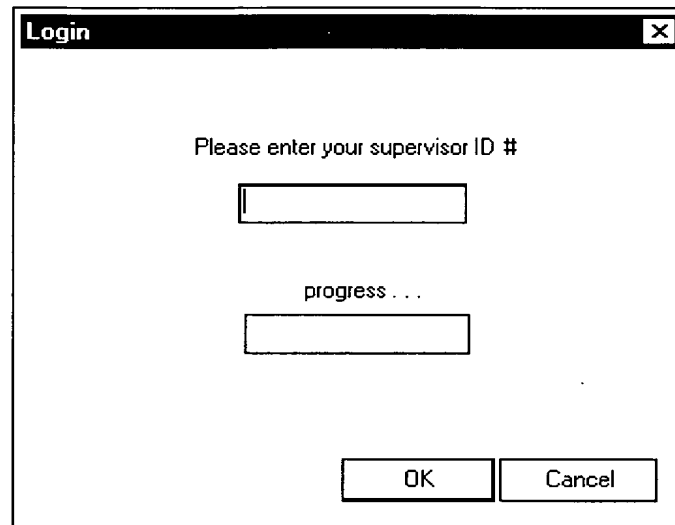


FIG. 33

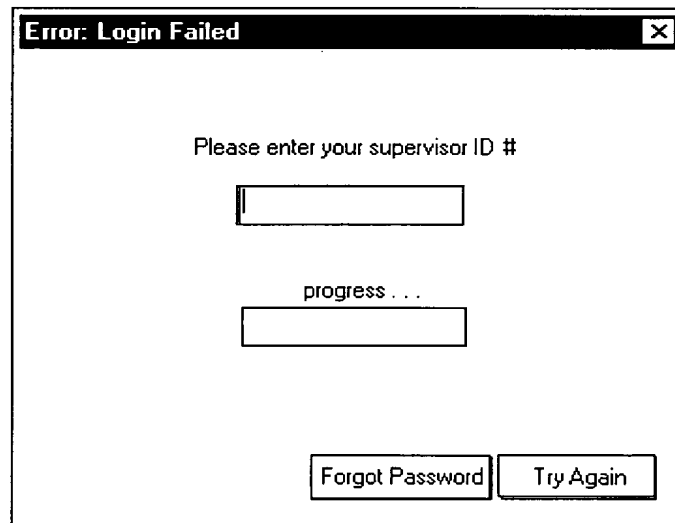


FIG. 34

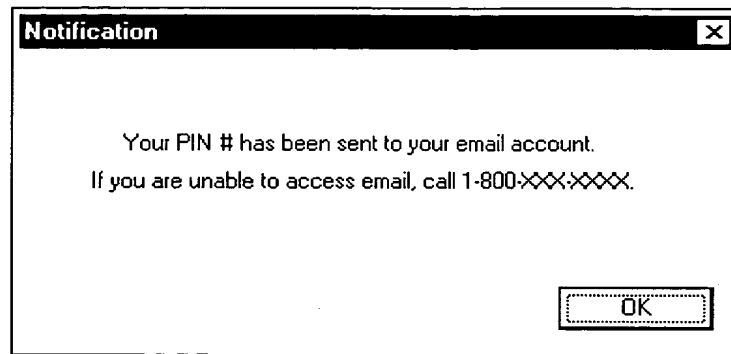


FIG. 35

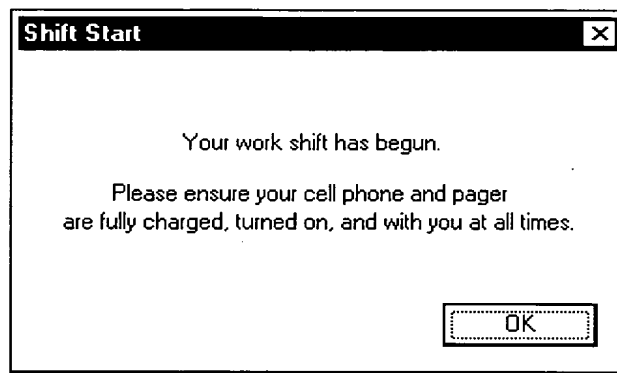


FIG. 36

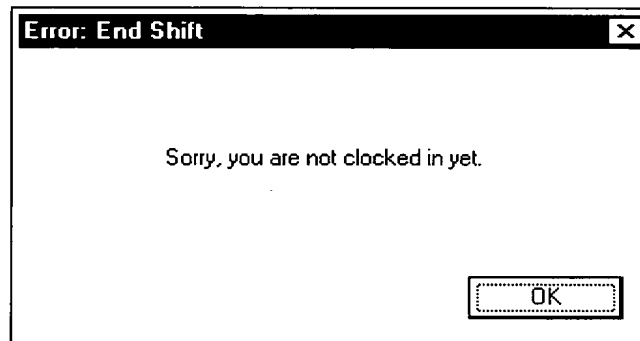


FIG. 37

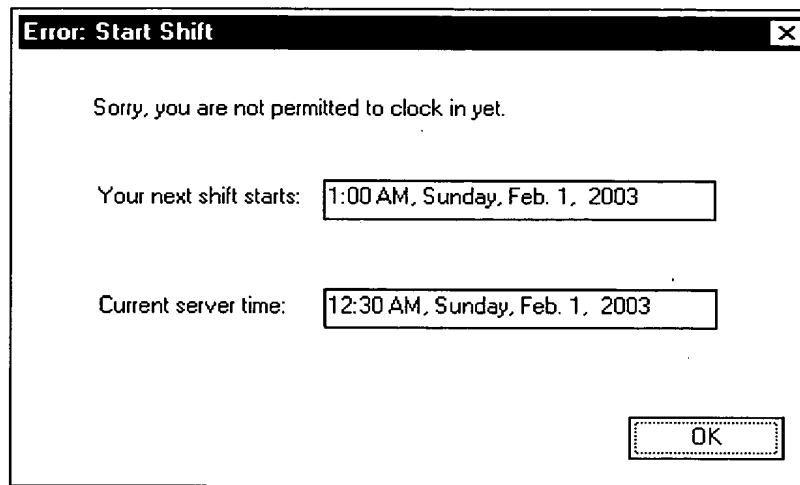


FIG. 38

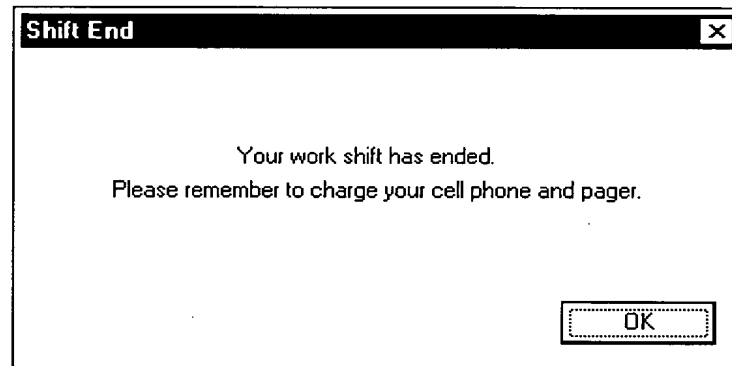


FIG. 39

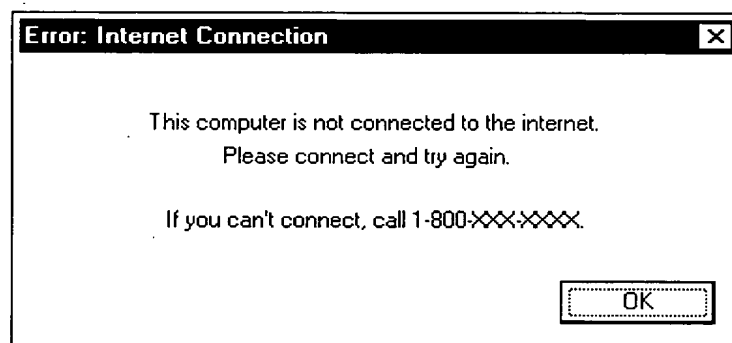


FIG. 40

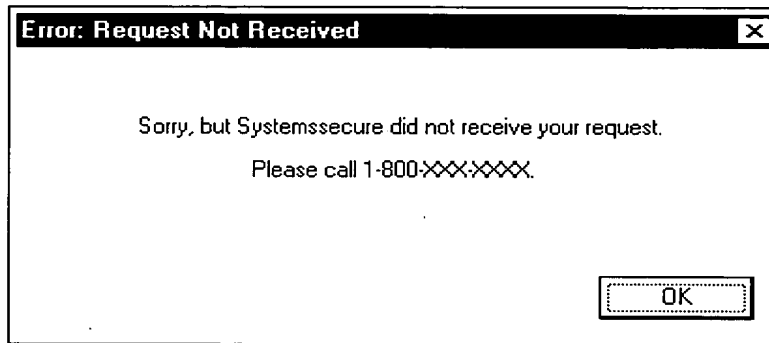


FIG. 41

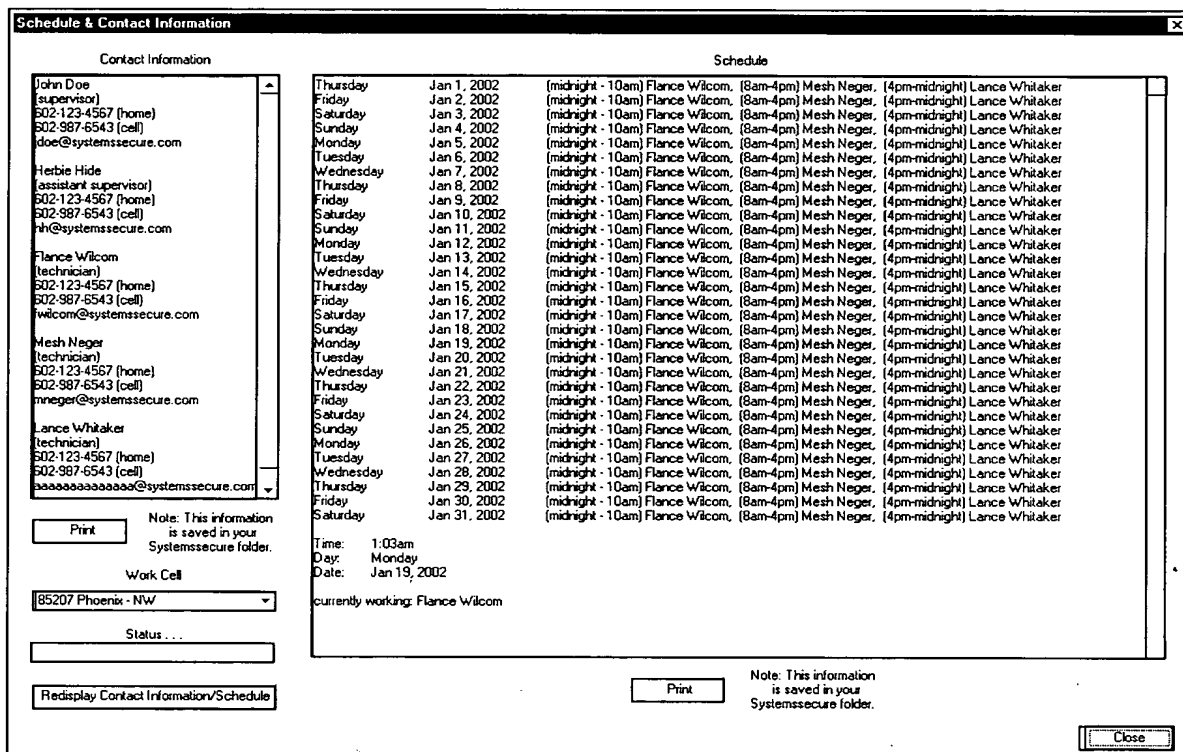


FIG. 42

Feedback

Choose Report Parameters

Start Date
Thursday, June 15, 2000

End Date
Saturday, February 15, 2003

[Redisplay Report]

[Save]

Report

***** REPORT *****
85249-SE-Chandler - neighborhood
20:45:00 - 1/25/03 - time last updated

Wednesday, February 28, 2001
7 - Reference Number
plpt (Flance Wilcom) - technician
1:00am - technician arrived
1:23am - technician departed
replaced a faulty cable - reason for service
completely satisfied - customer rating
abodelgh (No name given) - customerid

Thursday, January 30, 2003
8 - Reference Number
plpt (Lance Whitaker) - technician
6:31pm - technician arrived
6:35pm - technician departed
power cable unplugged - reason for service
satisfied - customer rating
bleubue (Lori Port) - customerid

Friday, January 31, 2003
7 - Reference Number
abodelgh (No name given) - customerid
completely satisfied - customer rating
Flance did an excellent job and I am very happy.
I love your company and you provide excellent customer service.

Friday, January 31, 2003
9 - Reference Number
plpt (Flance Wilcom) - technician
1:34am - technician arrived
1:53am - technician departed
download software to repair internet connection - reason for service
not satisfied - customer rating
khgxt (John) - customerid

[Close]

FIG. 43

Schedule

Change / Edit Schedule

Date: Sunday, June 15, 2003

Shift Start: 5:39:46 PM

Shift End: 5:39:46 PM

Employee: ** make selection **

Proposed Schedule

Add Selection

Remove Selection

Preview of proposed schedule

***** SCHEDULE *****
85249-SE-Chandler - neighborhood
Sat, 22 Feb 2003 19:15:49 - time schedule was last changed

Sunday, February 09, 2003	5:27:28 PM	6:27:28 PM	John Doe
Sunday, February 09, 2003	5:32:13 PM	5:32:14 PM	Herbie Hide
Sunday, February 09, 2003	5:52:36 PM	6:52:36 PM	Flance Wilcom
Saturday, February 22, 2003	9:13:50 PM	11:13:50 PM	Herbie Hide

Status ...

[Save To Server]

[Close]

FIG. 44

SystemsSecure

Welcome

[Interested in our service?](#)

[Customer login](#)

[Technician login](#)

[Interested in becoming a SystemSecure technician?](#)

[Supervisor login](#)

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FIG. 45

SystemsSecure

Please enter the following information so that we can contact you about our services.

☐ Work ☐ Home

Name:

Address 1:

Address 2:

City:

State:

Zip:

Phone:

Email:

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FIG. 46

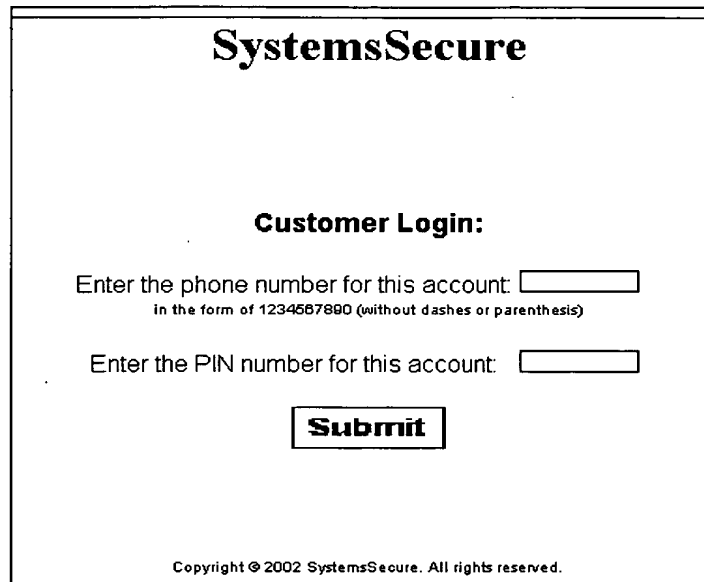
SystemsSecure

Thank you, your request has been received.

A representative will be contacting you shortly!

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FIG. 47



SystemsSecure

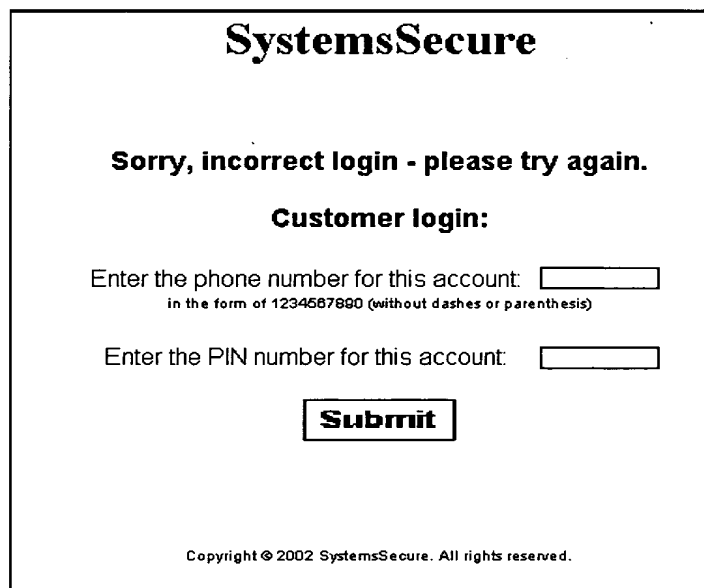
Customer Login:

Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

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FIG. 48

SystemsSecure

Sorry, incorrect login - please try again.

Customer login:

Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

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FIG. 49

SystemsSecure

How can we help you?

☐ Interested in adding service to another location

☐ Moving

☐ Moving service to another computer

☐ Modify billing info

☐ Comments:

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 50

SystemsSecure

Thank you for your response

It will help us to continuously improve!

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FIG. 51

SystemsSecure

Technician login:

Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

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FIG. 52

SystemsSecure

Sorry, incorrect login - please try again.

Technician login:

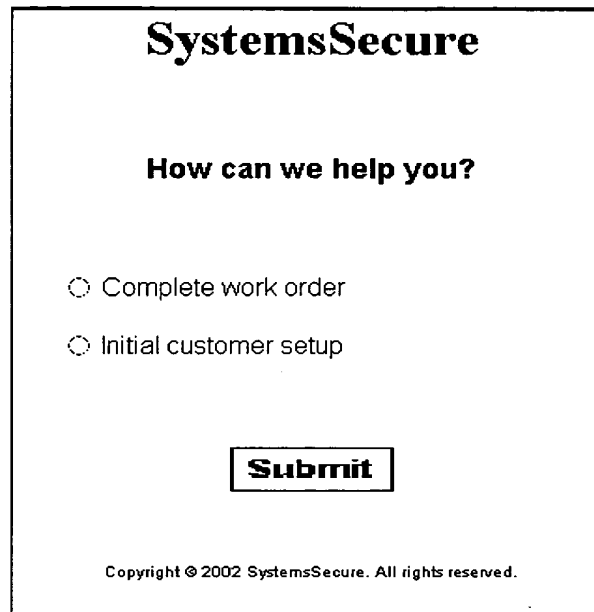
Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

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FIG. 53



SystemsSecure

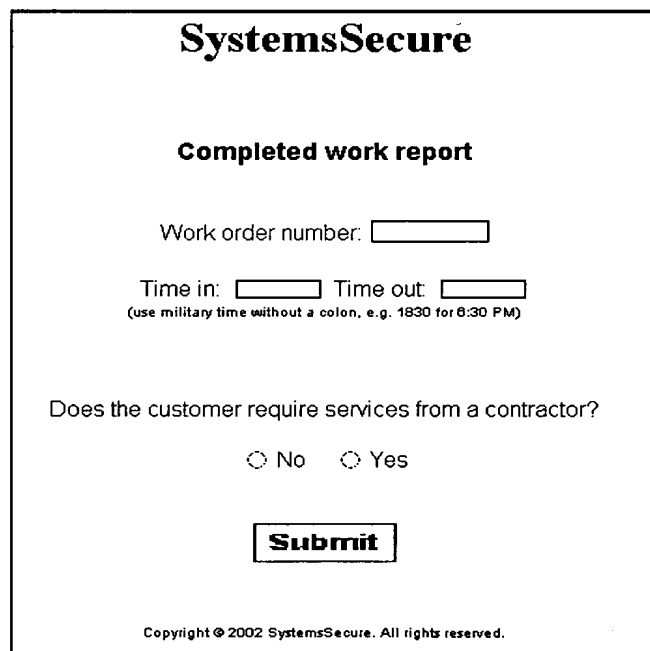
How can we help you?

☐ Complete work order

☐ Initial customer setup

Submit

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FIG. 54

SystemsSecure

Completed work report

Work order number:

Time in: Time out:
(use military time without a colon, e.g. 1830 for 6:30 PM)

Does the customer require services from a contractor?

☐ No ☐ Yes

Submit

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FIG. 55

SystemsSecure

Incorrect work order number - please try again.

Completed work report

Work order number:

Time in: Time out:
(use military time without a colon, e.g. 1830 for 6:30 PM)

Does the customer require services from a contractor?

☐ No ☐ Yes

Submit

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FIG. 56

SystemsSecure

Find a contractor

☐ Commercial ☐ Residential

select one... ▼

select one...

Communications

Computer/Network

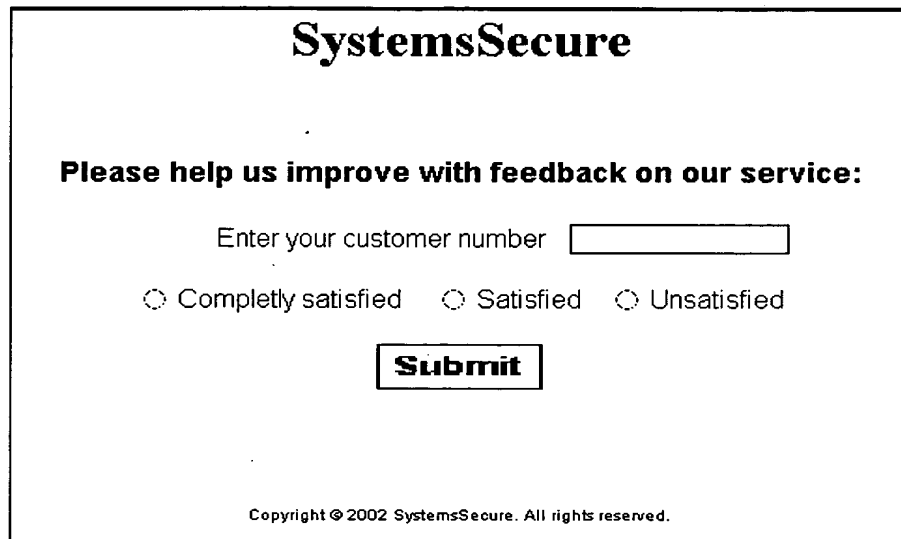
Electrician

Security

Submit

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FIG. 57



SystemsSecure

Please help us improve with feedback on our service:

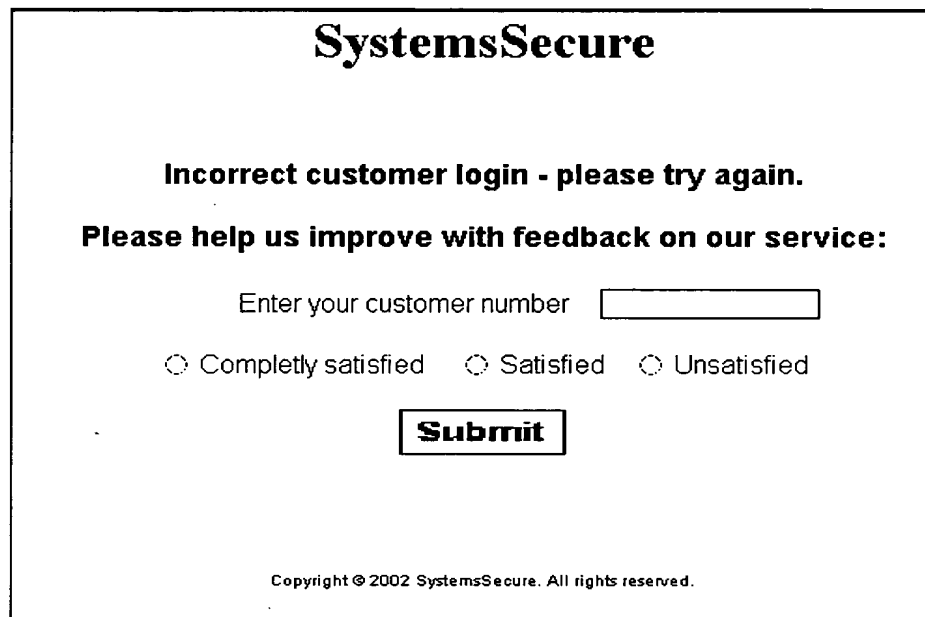
Enter your customer number

☐ Completely satisfied ☐ Satisfied ☐ Unsatisfied

Submit

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FIG. 58



SystemsSecure

Incorrect customer login - please try again.

Please help us improve with feedback on our service:

Enter your customer number

☐ Completely satisfied ☐ Satisfied ☐ Unsatisfied

Submit

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FIG. 59

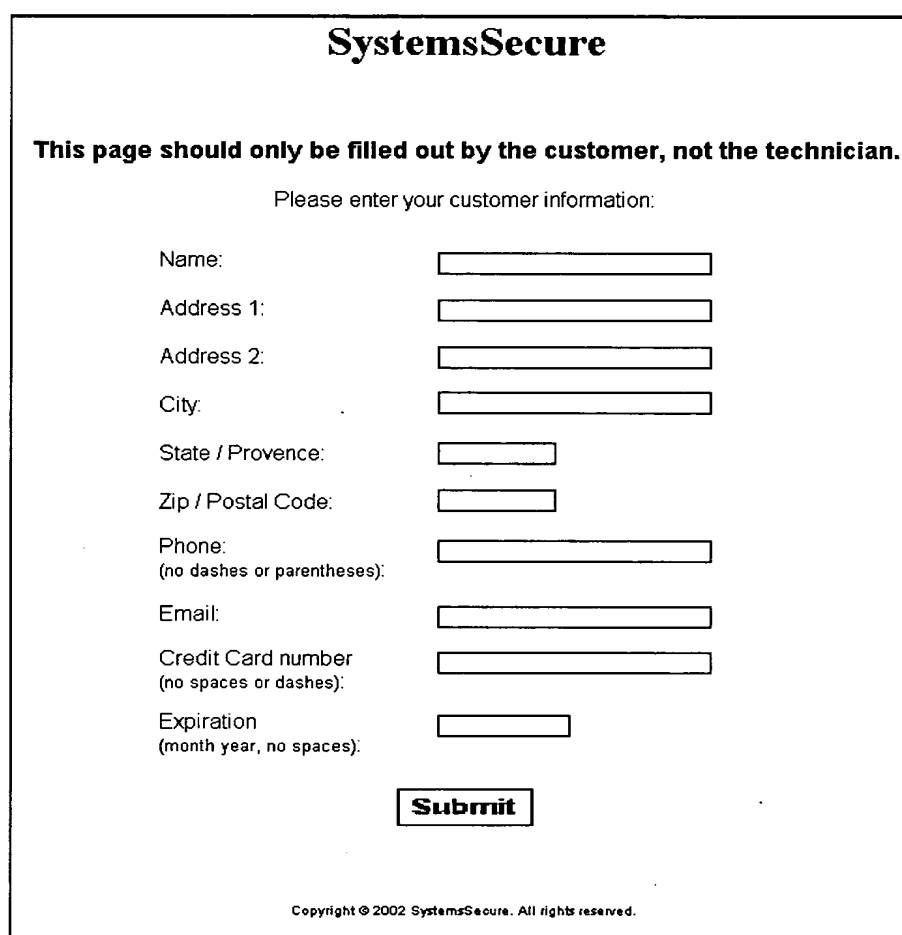


SystemsSecure

Thanks for using our service!

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 60



SystemsSecure

This page should only be filled out by the customer, not the technician.

Please enter your customer information:

Name:

Address 1:

Address 2:

City:

State / Province:

Zip / Postal Code:

Phone:
(no dashes or parentheses):

Email:

Credit Card number
(no spaces or dashes):

Expiration
(month year, no spaces):

Submit

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FIG. 61

SystemsSecure

Thank you for your purchase.

[Download the software](#)

Note: Your customer number will be emailed to you after the download is complete.

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FIG. 62

SystemsSecure

Sorry, we are having trouble processing your credit card, please re-enter.

This page should only be filled out by the customer, not the technician.

Please enter your customer information:

Name:

Address 1:

Address 2:

City:

State / Province:

Zip / Postal Code:

Phone:

(no dashes or parentheses):

Email:

Credit Card number

(no spaces or dashes):

Expiration

(month year, no spaces):

Submit

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FIG. 63

SystemsSecure

Please enter the following information to be contacted about possible employment.

Name:

Address 1:

Address 2:

City:

State:

Zip:

Phone:

Email:

Please briefly describe your low-voltage systems background:

Submit

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FIG. 64

SystemsSecure

Supervisor login:

Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

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FIG. 65

SystemsSecure

Sorry, incorrect login - please try again.

Supervisor login:

Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

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FIG. 66

SystemsSecure

Please enter your information to setup your account.

Name:

Address 1:

Address 2:

City:

State:

Zip:

Cell Phone:

Home Phone:

Pager:

Email:

Submit

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FIG. 67

SystemsSecure

Welcome to the SystemSecure team!

[Download the software](#)

Note: Your PIN number will be emailed to you after the download is complete.

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FIG. 68

SystemsSecure

Use this page to change your customer information:

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Secondary Phone:	2345678901	<input type="text"/>
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Credit Card (no spaces or dashes):	ending in: 00031234	<input type="text"/>
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FIG. 69



FIG. 70

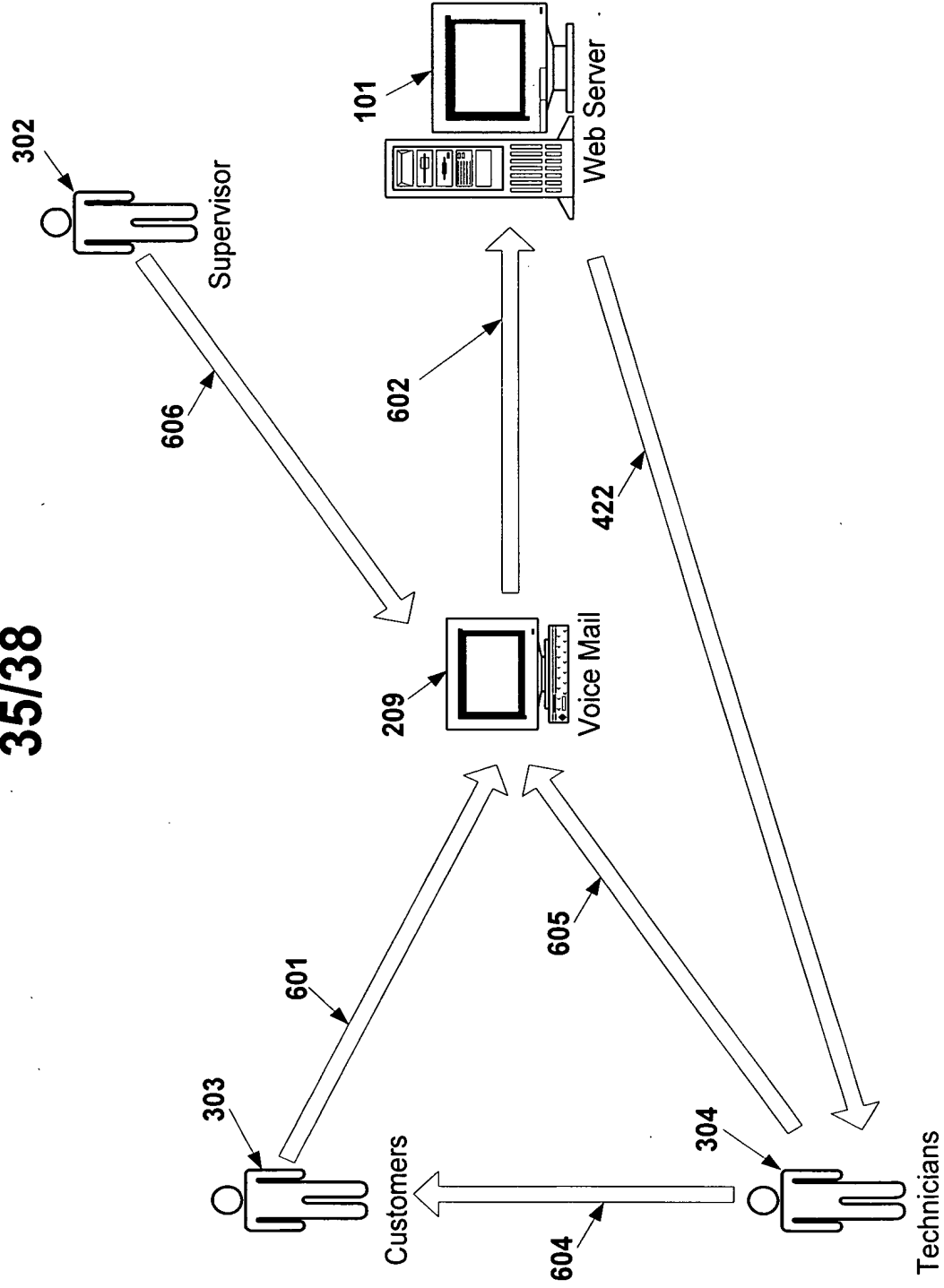


FIG. 71

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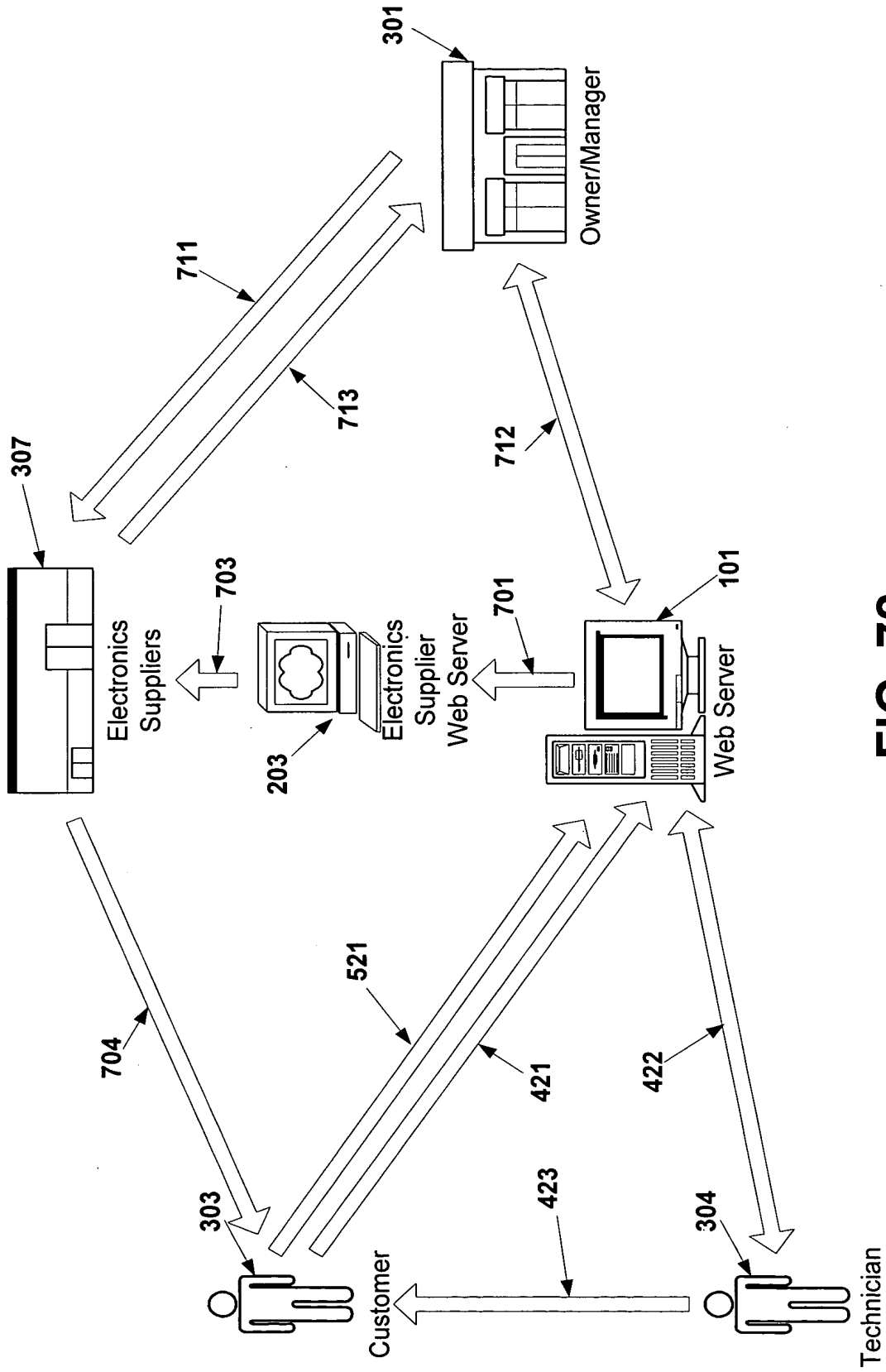


FIG. 72

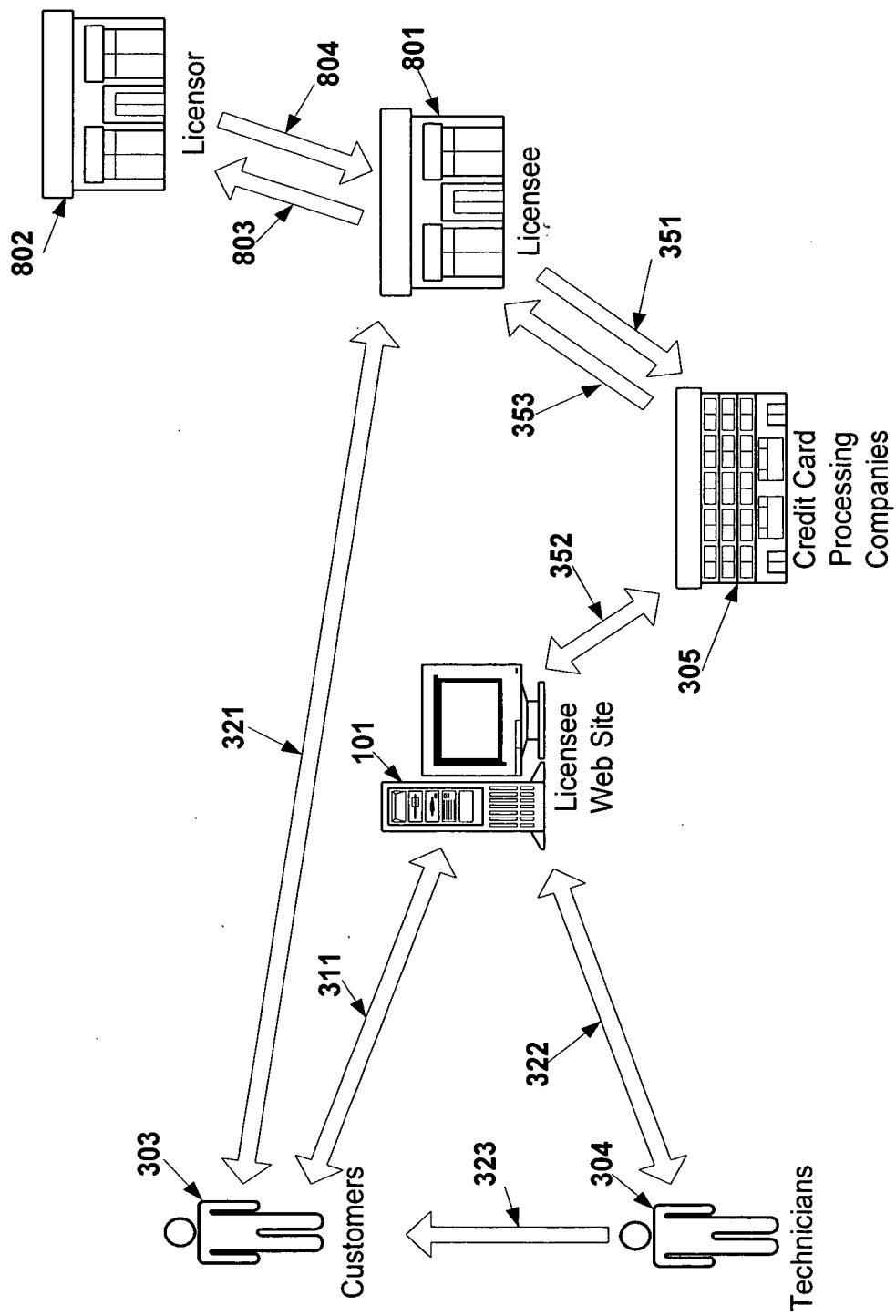


FIG. 73

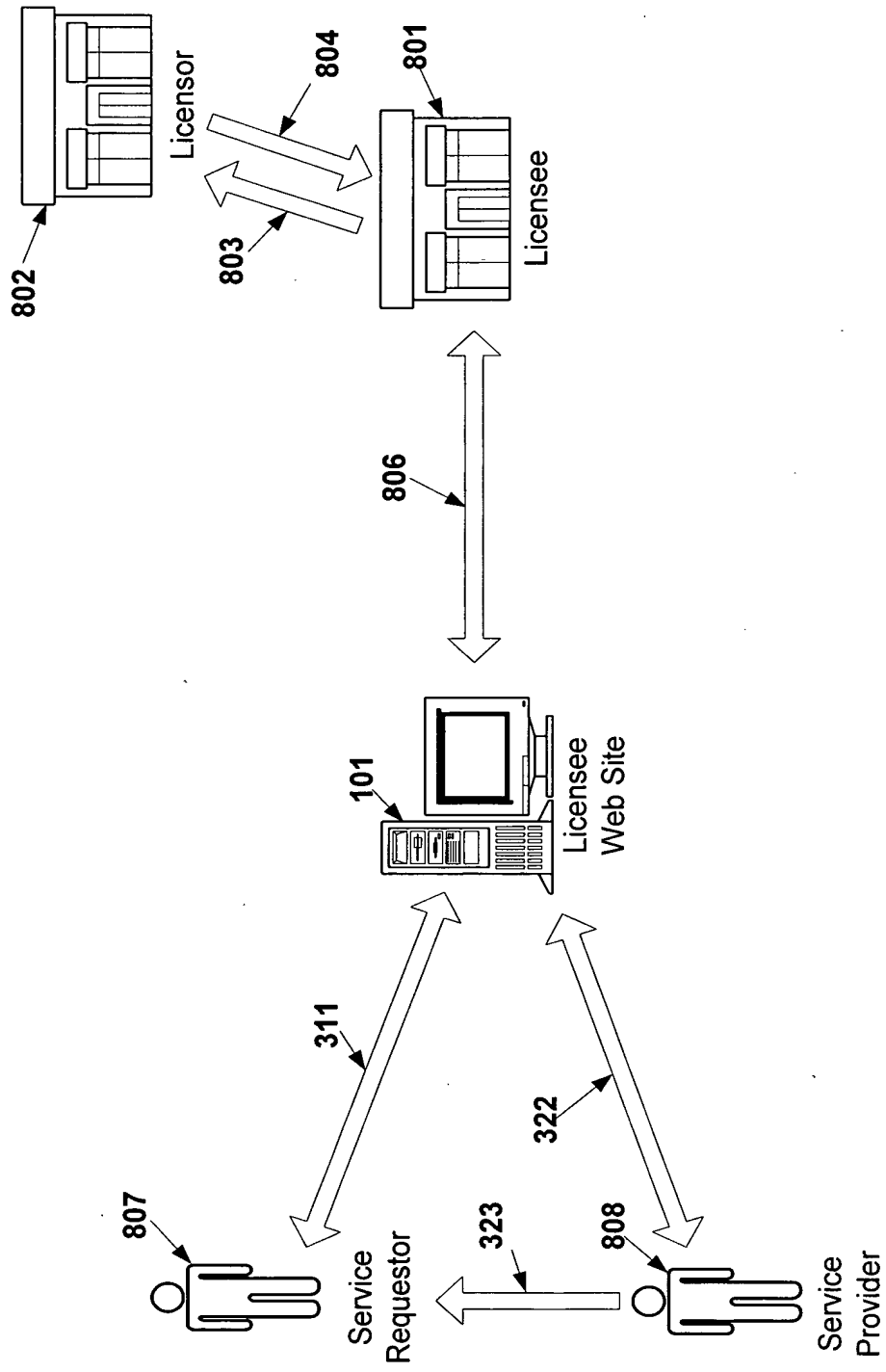


FIG. 74